

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Resource Family Inquiry Process Description Document

Prepared by:

**Department of Children's Services
Office of Information Systems**

Last Update 5/9/2007

RESOURCE PARENT INQUIRY

Process Description

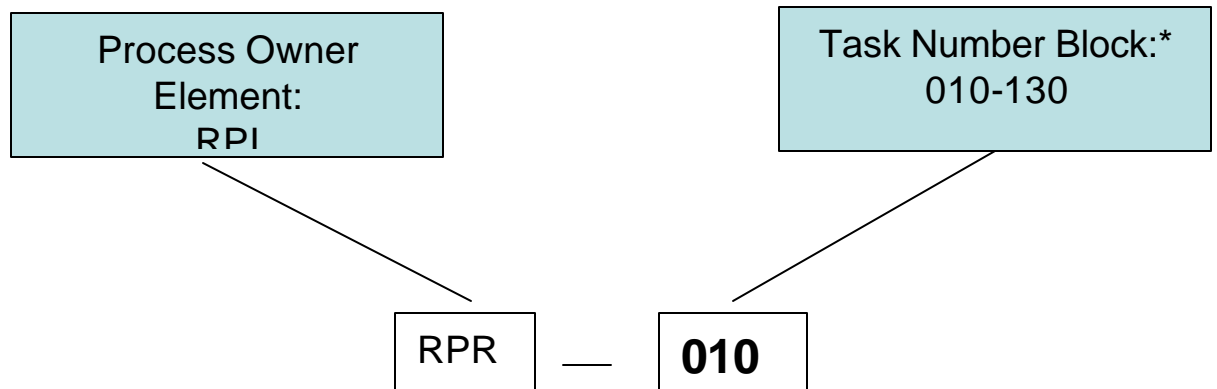
Prepared by: DCS Office of Information Systems



Process Element Definitions

Task: A unit of work to be completed that is part of the overall process.

Task naming convention:



Task Owner: Indicates the person/group that is responsible for performing the task.

Participants: Individuals and organizations that are actively involved in the process/task, or whose interests may be positively or negatively affected as a result of process execution or process completion.

Inputs: Entry information used specifically to assist in accomplishing the task for which it is aligned. The same input might be applied to multiple tasks.

Performance Metric: A quantitative measurement to assess the task's success.

Performance Steps: The series of steps necessary to accomplish the given task in such manner that it meets the performance metric provided.

Outputs/Deliverables: The deliverables produced from performing the given task using the input information, standard and performance steps to accomplish the outcome. An output might feed several inputs.

**Note – Initial process flows should increment the numbering between steps by 10s. This will allow for additional steps to be inserted in the future without affecting the entire process narrative and flow.*

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Process Description

Process Name:

Resource Family Inquiry

Process Manager:

Elizabeth Black, Executive Director, Office of Child
Permanency

Process Description:

Inquiry and follow up of Prospective foster and adoptive families
for provision of Resource Homes for children in DCS custody

Interfaces w/ other processes:

Resource Family Approval Process
Resource Family Recruitment Process

Process Participants:

Placement Services Division (PSD)
Family Service Worker
Regional Administrators
Prospective Resource Families

Associated Documentation:

Autobiography
Resource Parent Home Study Outline
Resource Parent Forms Checklist
Home Study and Verifications Checklist (for staff)
CS-0539 Release of Information
CS-0411 Resource Parent Application
CS-0431 Monthly Family Income and Expenditures
CS-0553 Discipline Policy
CS-0534 Resource Home Mutual Re-Assessment Instrument
CS-0426 Foster/Adoptive Parent Applicant Medical Report
Foster Parent Inquiry Form
CS-0271 Resource Parent Approval Letter
CS-0411 Resource Parent Application
CS-0426 Resource Parent/Applicant Medical Report
CS-0431 Monthly Family Income and Expenditures
CS-0547 Sex Offender Registry Verification

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Supporting Policy:

DCS Policy 16.3 – Desired Characteristics of Resource Parents
DCS Policy 16.4 – Dual Approval Process for Resource Parents
DCS Policy 16.16 - Resource Home Re-Assessment,
Denial/Closure
DCS Policy 16.17 – Foster Home Data

DCS Practice Model Standard - 2-501
DCS Practice Model Standard - 2-502
DCS Practice Model Standard - 2-503
DCS Practice Model Standard - 2-602
DCS Practice Model Standard - 3-102
DCS Practice Model Standard - 3-200
DCS Practice Model Standard - 3-201
DCS Practice Model Standard - 3-203
DCS Practice Model Standard - 3-204
DCS Practice Model Standard - 6-100
DCS Practice Model Standard - 6-200
DCS Practice Model Standard - 6-301
DCS Practice Model Standard - 6-504B
DCS Practice Model Standard - 6-505B
DCS Practice Model Standard - 6-509C
DCS Practice Model Standard - 6-513C
DCS Practice Model Standard - 7-200A

TCA 37-5-105; 37-5-106, 37-4-201, 36-1-201 et al

ACF: ACYF-CB-PI-01-06: Title IV-E State Plan Pre-Print.

Brian A. Settlement Agreement

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Task (RFI-010): Resource Family Recruitment

Task Owner: Placement Services Division

Participants: Prospective Resource Families, Placement Services Division

Inputs: Placement Service Division has conducted community events to recruit prospective Resource Families

Performance Steps:

1. See Resource Family Recruitment Business Process

Outputs/Deliverables:

N/A

Task (RFI-020): Prospective Resource Families contact DCS at 1-877-DCS-KIDS to inquire about Resource Parenting

Task Owner: Prospective Resource Families

Participants: Prospective Resource Families, DCS Inquiry recipients (clerical, PSD, any DCS employee)

Inputs: Prospective Resource Family is interested in getting more information about DCS' Resource Family program.

Performance Steps:

1. Prospective Resource Family inquires, via phone call (1-877-DCS-KIDS) about information on becoming involved in DCS' Resource Family.
2. The Placement Services Division contacted Prospective Resource Family after a Recruitment Event and they are interested in pursuing being a Resource Family.

Outputs/Deliverables:

- Resource Family Inquiry documented

Task (RFI-030): Inquiry recipient documents inquiry

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Task Owner: Inquiry recipient

Participants: Inquiry recipient

Inputs: Prospective Resource Family has formally inquired about DCS' Resource Family program.

Performance Steps:

1. Inquiry recipient talks with prospective Resource Family to determine how they learned of DCS' need for resource homes.
 2. Inquiry recipient gives an overview of the types of children who need resource homes.
 3. Inquiry recipient gives an overview of the mutual selection / preparation process, including how meeting and home consultations will be conducted.
 4. Inquiry recipient informs prospective Resource Family of upcoming PATH schedule.
 5. Inquiry recipient documents the inquiry (Resource Family Inquiry form)
-

Outputs/Deliverables:

- Resource Family Inquiry form completed
-

Task (RFI-040): Central Office mails an information packet to family within 5 days of inquiry.

Task Owner: Central Office

Participants: Central Office, Regional Placement Services Division

Inputs: Completed Resource Family Inquiry Form Information packet mailed to prospective Resource Family within 5 days of inquiring.

Performance Metric: Information packet mailed to prospective Resource Family within 5 days of inquiring.

Performance Steps:

1. Once the Inquiry Recipient has completed the information on the inquiry form, that form is then submitted to Central Office.
 2. Personalized letter sent to the prospective Resource Family that will be included in the information packet mailed to the family. The letter will include the name and contact info for the local PATH trainer and the regional schedule of PATH.
 3. Prospective Resource Family contacted by the next Business day by phone to let them know that a packet is being sent to them and that they should call with any questions / concerns.
 4. Document that phone call was made to Prospective Resource Family.
-

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Outputs/Deliverables:

- Prospective Resource Family inquiry information is forwarded to Central Office.
- Notification to PSD of inquiry
- Letter to prospective Resource Family.

Task (RFI-050): Regional PSD is notified of inquiring families.

Task Owner: Central Office, Placement Services Division

Participants: Central Office, Placement Services Division, Prospective Resource Family

Inputs: Receive a Resource Family Inquiry form

Performance Metric: Inquiry recipient has sent the inquiry to the Regional Placement Services Division by the next Business day.

Performance Steps:

1. Within 24 hours of the receipt of the completed Resource Family inquiry form, Central Office will notify the Regional PSD of the inquiring family..
2. Document the date the Regional PSD was notified.

Outputs/Deliverables:

- Regional PSD notified of prospective Resource Family.

Task (RFI-060): Placement Services Division contacts inquiring family within 7 Business days to follow up.

Task Owner: Placement Services Division

Participants: Placement Services Division, Prospective Resource Family

Inputs: Information packet mailed to the prospective Resource Family and 7 Business days has passed.

Performance Metric: If family has not contacted Placement Services Division within 7 Business days of information packet being mailed the Placement Services Division Staff has called the family

Performance Steps:

1. If after mailing the packet to the family, the family has not contacted Placement Services Division,

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



the Placement Services Division will call to the family to see if they are still interested, if they are still reviewing the information and if they have any questions or need more information.

2. Document date and details of contact.

Outputs/Deliverables:

- Contact documented
-

Task (RFI-070): Prospective Resource Family has attended Initial PATH Intake session?

Task Owner: Prospective Resource Family

Participants: Prospective Resource Family, Placement Services Division, Resource Family Co-Trainer.

Inputs: Prospective Resource Family has completed packet and submitted to Placement Services Division and attended PATH Initial Intake session

Performance Metric: Prospective Resource Family has or has not attend Initial PATH Intake session within 30 days of Information Packet being sent

Performance Steps:

1. Prospective Resource Family attends Initial PATH Intake session.
 2. Placement Services Division must provides information about upcoming PATH class scheduling, location, availability and contact person.
 3. Prospective Resource Family completes initial documentation. Go to Resource Family Approval Process
 4. Placement Services Division meets with Prospective Resource Family to identify any barriers that may present issues for the family's successful completion of the PATH classes.
 5. If barriers are identified, Placement Services Division develops an action plan with the family to overcome / accommodate the barriers.
 6. If barriers cannot be accommodated and family cannot attend / complete PATH classes, application is denied.
 7. Placement Services Division documents denial and justification and retains record for historical purposes.
 8. If the Prospective Resource Family has not attended the Initial PATH Intake session, Placement Services Division will follow up with family in 30 days or within a timeframe agreed upon by the prospective family and the PSD staff. Continue with Task 090
-

Outputs/Deliverables:

- Prospective Resource Family attends Initial PATH Intake session
- PATH class scheduling

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



- Action Plan with Prospective Resource Family to compete PATH (in necessary)
- Denial of application (if appropriate)

Task (RFI-080): Placement Services Division follow-up with family in 30 days

Task Owner: Placement Services Division

Participants: Placement Services Division or Support Staff (Advocate and Mentor), Prospective Resource Family

Inputs: Information packet has been mailed to Prospective Resource Family and Placement Services Division has heard no response from the family for 30* days.

Performance Metric: Placement Services Division or Support Staff (Advocate and Mentor) has contacted the Prospective Resource Family within 30* days of the information packet being sent if the family has not responded.

*The family may request contact in a timeframe other than the prescribed 30, 60, 120 day time frames. If this happens, then contact and notifications to contact will be based upon the requested timeframe.

Performance Steps:

1. Placement Services Division or Support Staff (Advocate and Mentor) contacts family to discuss the status of their inquiry. Are they still interested? Are there barriers to attending PATH?
2. Let family know that Placement Services Division or Support Staff (Advocate and Mentor) will be contacting them again in 30* days (60 days from packet sent)
3. Placement Services Division documents date and details of contact.
4. If the contact was Support Staff (Advocate and Mentor) they will provide the Placement Services Division with the date, time and results of contact for entry into system.

Outputs/Deliverables:

- Contact with Prospective Resource Family and documented.

Task (RFI-090): Family asks DCS to stop contact?

Task Owner: Prospective Resource Family

Participants: Prospective Resource Family, Placement Services Division

Inputs: Placement Services Division contacts Prospective Resource Family 30 days after information packet has been sent and no response from family in 30 days.

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Performance Steps:

1. Prospective Resource Family may inform Placement Services Division or Support Staff (Advocate and Mentor) that they are no longer interested in the program and ask that contact by DCS regarding this program stop.
 2. Prospective Resource Family may not ask for contact to stop, but have not made a decision yet as to whether they wish to pursue participation in the program.
-

Outputs/Deliverables:

- Prospective Resource Family request no more contact
-

Task (RFI-100): Stop contact; maintain inquiry information

Task Owner: Placement Services Division

Participants: Placement Services Division, Prospective Resource Family

Inputs: Prospective Resource Family has asked DCS to cease contact in regards to the Resource Family program.

Performance Metric: Placement Services Division has sent letter within 7 Business days to confirm the Prospective Family's decision.

Performance Steps:

1. Document that family no longer wishes to receive contact in regards to this program.
 2. Placement Services Division has sent letter within 7 Business days to confirm the Prospective Family's decision and send additional information about other ways they might be involved such as Voluntary Services, advocate or mentor.
 3. Ensure that no contact is made unless the family makes another inquiry.
 4. Close and maintain inquiry information for historical purposes.
-

Outputs/Deliverables:

- Letter to Prospective Resource Family
 - Closed Inquiry
-

Task (RFI-110): Placement Services Division follow up with family in 60* days

Task Owner: Placement Services Division

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Participants: Placement Services Division or Support Staff (Advocate and Mentor), Prospective Resource Family

Inputs: Placement Services Division sent information packet to family; followed up with family at 30* days; family did not request that contact cease.

Performance Metric: Placement Services Division contacts Prospective Resource Family 60* days after information packet has been sent and no response from family in 60* days.

*The family may request contact in a timeframe other than the prescribed 30, 60, 120 day time frames. If this happens, then contact and notifications to contact will be based upon the requested timeframe.

Performance Steps:

1. Placement Services Division contacts family to discuss the status of their inquiry. "Are they still interested?" "Are there barriers?"
2. Repeat Tasks 100 or 110, as applicable.
3. Placement Services Division documents date and details of contact.
4. If family does not request that DCS cease contact regarding the program, Placement Services Division or Support Staff (Advocate and Mentor) will continue follow-up.
5. If the contact was Support Staff (Advocate and Mentor) they will provide the Placement Services Division with the date, time and results of contact for entry into system.

Outputs/Deliverables:

- Contact with Prospective Resource Family and documented.

Task (RFI-120): Send letter if no action in 120* days

Task Owner: Placement Services Division

Participants: Placement Services Division

Inputs: Placement Services Division sent information packet to family; followed up with family at 30* and 60* days; family did not request that contact cease.

Performance Metric: Placement Services Division has sent a letter with possible other voluntary options to Prospective Resource Family 120* days after information packet has been sent and no response from family in 120* days.

*The family may request contact in a timeframe other than the prescribed 30, 60, 120 day time frames. If this happens, then contact and notifications to contact will be based upon the requested timeframe.

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Performance Steps:

1. At 120* days after information packet has been sent to Prospective Resource Family and no application or other inquiry has been received from this family, Placement Services Division will send a letter to the Prospective Resource Family to determine the status of their interest in the program and additional information about other ways they might be involved such as Voluntary Services, advocate or mentor.
2. Document date and details of letter sent.

Outputs/Deliverables:

- Letter to Prospective Resource Family

Task (RFI-130): Placement Services Division sends a final letter to Prospective Resource Family

Task Owner: Placement Services Division

Participants: Placement Services Division, Prospective Resource Family

Inputs: Placement Services Division has sent follow up letter at 120 days, or other specified time frame; no action/response from Prospective Resource Family.

Performance Metric: Placement Services Division has sent the Prospective Resource Family a final letter 11 months after Information Packet was sent.

Performance Steps:

1. Placement Services Division has sent the Prospective Resource Family a final letter 11 months after Information Packet was sent stating their inquiry will be closed unless they make contact.
2. Placement Services Division will include additional information about other ways they might be involved such as Voluntary Services, advocate or mentor.
3. Close Inquiry

Outputs/Deliverables:

- Final Letter to Prospective Resource Family
 - Close Inquiry
-
-

RESOURCE PARENT INQUIRY

Process Description

Prepared by: DCS Office of Information Systems



Process Owner Sign-Offs

Elizabeth Black, Executive Director, Office of Child Permanency	Date
Project Sponsor	

Julie Flannery, Program Director, Foster Care & Adoption	Date
Project Sponsor	

Laurie Baker, IS Manager, Office of Information Systems	Date
--	-------------

Michael Bowie, Executive Director, Office of Information Systems	Date
Project Manager	

Dr. Viola P. Miller, Commissioner, Department of Children's Services	Date
---	-------------